

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV

**COMPLAINT INVESTIGATION FORM**

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: May 3, 2022

Case Number: 22-124

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Benjamin Savard

Premise Name: Raintree Pet Resort and Medical Center

Premise Address: 8215 E. Raintree Drive

City: Scottsdale State: AZ Zip Code: 85260

Telephone: (480) 991-3371

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: Bill, Leslie & Meredith Bassett

[REDACTED]

[REDACTED] St. [REDACTED] Zip [REDACTED]

Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

MAY 03 2022

Initial: NAN

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

**C. PATIENT INFORMATION (1):**

Name: Ringo Bassett  
Breed/Species: Chiquaua/Jack Russell Terrier  
Age: 3 Sex: M Color: White/Tan w/ spots

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*

Dr. Benjamin Savard - 480-991-3371 - Raintree Pet Resort & Medical Center  
Dr. Carolina Ikard - 480-991-3371 - Raintree Pet Resort & Medical Center  
Dr. Rachel McKague - 480-991-2858 - Cochise Animal Hospital, 10392 N.  
Scottsdale Rd, #101, Scottsdale, AZ 85253

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

Bill Bassett - 720-234-3049  
Leslie Bassett - 720-331-0229  
Meredith Bassett - 720-234-7831  
Technicians at Raintree Pet Resort & Medical Center - 480-991-3371  
Dr. Rachel McKague - 480-991-2858 - Cochise Animal Hospital

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: M. Bassett Bill Bassett  
Leslie Bassett  
Date: 4-29-2022

**F. ALLEGATIONS and/or CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.*

**On January 6, 2022 Ringo was taken to Raintree Pet Resort and Medical Center (RPRMC) for his second year in a row teeth cleaning procedure.**

**1-7-2022 – Ringo was too sore for us to touch or pick him up on his sides. He stood for many times during the night as it was hard to lay down. He would pace around the living room and tried to get comfortable. Woke up multiple times during the night and would walk around and just uncomfortable.**

**1-10-2022 – Went back to (RPRMC) Raintree Pet Resort Medical Center and saw Dr. Savard (one of the family owners). Tried to ask what happened? In the exam room behind a door – we heard Ringo yelp when Dr. Savard tried to exam him. He came back and stated it was an alcohol burn where they placed the EKG leads – a severe burn from the Alcohol. We were also told about Laser therapy as a possible aid in healing process.**

**I know the Dr. Savard barely examined Ringo as when he yelped – the Dr. Savard did not pursue. We were going to have him put under sedation that day to see what was wrong but cancelled when the Dr. Savard said it was alcohol burns.**

**1-14-2022 – We sought further advice/care at (RPRMC) and saw Dr. Ikard. Was given antibiotics and pain medicine and Silver Sulfadiazine 1% cream to apply to the burned sites. The Laser therapy was talked over and was set up for 3 sessions the next Monday.**

**1-17-2022 – Ringo to RPRMC for Laser therapy (1.5 minutes/site)**

**1-18-2022 – Ringo to RPRMC for Laser therapy (1.5 minutes/site).**

**1-19-2022 – Ringo to RPRMC for Laser therapy (1.5 minutes/site).**

**1-24-2022 – Ringo to RPRMC for exam – saw Dr. Ikard – keep the Silver Sulfadiazine 1% cream treatment going. Had another Laser therapy (1.5 minutes/site).**

**1-29-2022 – Ringo to RPRMC Dr. Ikard noted he needed to be debrided. Schedule appointment for 1-31-2022.**

**1-31-2022 – Ringo to RPRMC – debrided- shaved in belly area – on the phone with our daughter Meredith – Dr. Ikard admitted that they were burns and caused by a warming sheet – which was used during the teeth cleaning procedure. She also indicated it malfunctioned and she was going to throw it out.**

**2-3-2022 – Ringo to RPRMC for follow up. Healing still had to continue. Come back if had other questions.**

**On March 4, 2022 – Ringo to Cochise Animal Hospital and saw Dr. Rachel McKague. A report was written up. Dr. McKague notated "scarring on lateral thorax and abdomen over 50% of body." See attached report.**

**Advised to use:**

**Saline 0.5 L with curved tip syringe for application**

**Silver Sulfadiazine 1%**

**Gabepetin 50mg #14**

**Carprofen 25mg #30**

**Telfa pads 8x10 – advised to use with ace bandage at home. Discussed sending home vetwrap though is not reusable.**

**Gave us instructions to use these products to help with final healing.**

May 13, 2022

Investigative Division  
Arizona State Veterinary Medical Examining Board  
1740 West Adams Street, Suite 4600  
Phoenix, AZ 85007

Attention: Tracy Riendeau, CVT

22-124, In Re: Benjamin Savard, DVM  
To Whom It May Concern:

"Ringo" Bassett, a 3 ½ year old male neutered Chihuahua mix presented for a routine dentistry cleaning and prophylaxis on January 6, 2022. His initial physical exam was WNL, other than the noted periodontal disease, and his preoperative bloodwork was WNL. He was premedicated with acepromazine, hydromorphone, and diazepam IM due to mentation and difficulty handling.

After placing an IV catheter, Cerenia was administered, anesthesia induced with Alfaxan, an endotracheal tube was placed and anesthesia was maintained with isoflurane. Multiparameter monitoring and IV fluids were preformed throughout the procedure. Routine dental prophy and full mouth radiographs were obtained, multiple extractions preformed and confirmed with post op rads. Gingival margins were closed with suture, cold laser and fluoride preformed, and recovery was noted to be rapid and uneventful. Ringo was discharged that afternoon to the owner's care without incident. He was prescribed Meloxicam and Gabapentin for post-operative pain management.

"Ringo" represented for evaluation regarding skin lesions and pain noted by the owner on January 10, 2022. Upon physical exam, mild areas of superficial dermatitis and crusting was noted in the locations where the EKG leads had been attached to the skin during the dental procedure. Crusts were noted to be dried and well adhered, no visible infection or discharge was obviously noted. Given the mild and dried nature of the lesions, sedation for wound care was not pursued. No other skin lesions or dermatitis was noted other than these specific focal lesions. The remaining physical exam was WNL and no detectable pain was noted. We were unable to obtain a temperature due to patient mentation and difficulty handling. It was discussed that there were superficial lesions in the places where the EKG leads had been attached to the skin and that it was suspected that the dermatitis was secondary to the leads and alcohol use. It was recommended to keep an E-collar in place at all times, and to continue previously prescribed anti-inflammatories and pain medications. "Ringo" was also prescribed Trazadone for additional sedation if needed and SSD cream (1%) for the superficial wounds. I advised owners that we wanted to see Ringo back in 7 days for a follow up evaluation.

"Ringo" represented for a progress evaluation with Dr. Ikard on January 14<sup>th</sup> and owners stated that he seemed painful and not getting better. Dr. Ikard noted "crusting, skin sloughing

and erythema at 4 symmetric positions on ventrum around limbs. Suspected reaction to something used during the dental cleaning." Dr Ikard prescribed Carprofen, Cefpodoxime, and instructed owners to continue the trazadone. Dr Ikard also recommended cold laser therapy and 3 complementary sessions were set up for the next week on the 17, 18, 19<sup>th</sup> to be performed by the technicians. The client was not charged for this visit.

Dr Ikard noted identical physical findings according to her record on the January 17<sup>th</sup> as noted on the 14<sup>th</sup>. Laser therapy was performed and wounds were flushed with sterile saline. The client was not charged for this visit.

Dr. Ikard saw Ringo for a follow up evaluation on January 31<sup>st</sup> and made the recommendation to sedate him and debride the wounds. He was sedated with Dexdomitor and Butorphanol. Wounds were cleaned, debrided and bandaged. It is not indicated if laser therapy was performed on that day. Sedation was reversed with Antiseden and recovery was rapid. A recheck was recommended for a bandage change on Thursday February 3<sup>rd</sup>. A bandage change and cold laser therapy was performed on February 3<sup>rd</sup> by a technician. The client was not charged for any of these services. No further follow up was performed by our facility after this as owners elected to seek further care at a different facility.

Please note, at one point in time during the follow up sessions with Dr. Ikard, it was noted by our manager that one of the "Hot Dog" warming blankets had recently expired. It is not definitively known if this was the blanket used on Ringo. I do know that I had no issues with the warming blanket that was used during the dental procedure I performed on Ringo on January 6, 2022. In any event, the blanket has been disposed of and replaced. Thank you.

A handwritten signature in black ink, reading "B. F. Ikard, DVM". The signature is written in a cursive, flowing style with a large, stylized initial "B".

**DOUGLAS A. DUCEY**  
- GOVERNOR -



**VICTORIA WHITMORE**  
- EXECUTIVE DIRECTOR -

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**INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** AM Investigative Committee: Carolyn Ratajack - Chair  
Christina Tran, DVM - **Absent**  
Robert Kritsberg, DVM  
Jarrod Butler, DVM  
Steven Seiler - **Absent**

**STAFF PRESENT:** Tracy Riendeau, CVT – Investigations  
Marc Harris, Assistant Attorney General

**RE:** Case: 22-124

Complainant(s): The Bassett Family

Respondent(s): Benjamin Savard, DVM (License: 4549)

**SUMMARY:**

Complaint Received at Board Office: 5/3/22

Committee Discussion: 10/4/22

Board IIR: 11/16/22

**APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018

(Lime Green); Rules as Revised September 2013 (Yellow).

On January 6, 2022, "Ringo," a 3-year-old male Chihuahua mix was presented to Respondent for a dental procedure. Later that day the dog was discharged.

The following day, Complainants noted the dog was sore and did not want to be touched or picked up.

On January 10, 2022, Respondent examined the dog and advised that it appeared the dog had alcohol burn where the EKG leads were placed during the dental procedure.

On January 14, 2022, Respondent's associate evaluated the dog; antibiotics, pain medication and Silver Sulfadiazine cream were dispensed. Laser therapy was also recommended and performed on the dog several times to aid healing.

During a visit with Respondent's associate, it was mentioned that the dog had obtained a thermal burn from the heating source during the dental procedure.

On March 4, 2022, the dog was presented to Cochise Animal Hospital for additional care.

**Complainant was noticed and Mrs. Leslie Bassett appeared telephonically.  
Respondent was noticed and appeared with attorney David Stoll.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *The Bassett Family*
- Respondent(s) narrative/medical record: *Benjamin Savard, DVM*
- Consulting veterinarian narrative/medical record: *Rachel McKague, DVM*

**PROPOSED 'FINDINGS of FACT':**

1. On January 6, 2022, the dog was presented to Respondent for a dental procedure. The dog was examined; weight = 11 pounds, temperature = 99.9 degrees, heart rate = 150bpm, and respiration rate = 40rpm; BAR. Respondent noted the dog had grade 1-2 periodontal disease. Blood was collected for testing and the dog was a surgical candidate. An IV catheter was placed, LRS was started and the dog was pre-medicated with acepromazine, hydromorphone and cerenia. The dog was induced with and alfaxalone IV; intubated; and maintained on isoflurane and oxygen.

2. Dental radiographs were taken and revealed pocketing and mobility on all lower incisors. All lower incisors were extracted and tooth 106 was surgically removed after a regional nerve block was performed. The defect was suture closed. The remaining teeth were scaled, polished and fluoride was applied, as well as cold laser therapy. Metacam 5mg/mL 0.2mLs was administered SQ. The dog recovered and was discharged later that day with gabapentin and metacam.

3. The following day, Complainants noted the dog was too sore to touch or pick up. The pain appeared to come from his sides. The dog was uncomfortable and would stand most of the night as it was hard for him to lie down.

4. On January 10, 2022, the dog was presented to Respondent for evaluation. The dog was taken into the treatment area for an exam – Complainants heard the dog vocalize. Respondent returned and advised that the dog had alcohol burns where the EKG leads were placed. Laser therapy was discussed to aid in the healing process.

5. The medical record reads that the dog was dropped off for evaluation. Due to the dog's temperament, a temperature was not taken. The dog had a weight = 11 pounds, a heart rate = 150bpm, and a respiration rate = 42rpm. Respondent documented that there was small superficial crusting and erythema at locations where the EKG leads were placed on the skin during the dental. The crusts were dried and well adhered, no visible infection or discharge was noted.

6. Respondent stated in his narrative that given the mild and dried nature of the lesions, sedation for wound care was not pursued. No other skin lesions or dermatitis was noted other than these specific local lesions – no detectable pain was noted. Respondent discussed with the pet owner the superficial lesions were secondary to the leads and alcohol use. He recommended keeping an Elizabethan collar on the dog and continuing the previously prescribed medications. Trazadone was also prescribed as well as SSD cream (Silver Sulfadiazine

cream 1%). Respondent recommended rechecking the dog in 7 days.

7. On January 14, 2022, the dog was dropped off to be seen by Respondent's associate, Dr. Ikard. Complainants reported that the dog was not improving and seemed extremely painful. Upon exam, the dog was febrile (103.3) and there was crusting, skin sloughing and erythema at four symmetrical positions on the ventrum around the limbs. Dr. Ikard suspected that the dog had a reaction to something during the dental procedure. Rule-outs were burns to skin from caustic agent, moist dermatitis vs skin infection.

8. Complainants were upset and believed the dog was dropped which caused the lesions. Dr. Ikard attempted to explain how/why these issues occur and while rare, they do happen. She advised that antibiotics were warranted due to the nature of the wounds and that the dog was febrile. Dr. Ikard recommended continuing the SSD cream on the wounds and trazadone; cefpodoxime and carprofen were dispensed.

9. On January 17, 2022, the dog was presented to Dr. Ikard for a recheck. Complainants reported that they were not able to apply the SSD cream very well. The dog was no longer febrile and the skin lesions were still present. Dr. Ikard recommended laser therapy on all four inguinal regions and flushing the wounds with sterile saline – Complainants agreed. The dog was discharged later with recommendations to repeat laser therapy the next two days and continue use of the Elizabethan collar, NSAID and antibiotic.

10. Complainants brought the dog back the next two days for laser therapy treatment. Respondent stated that the pet owners were not charged for these visits.

11. On January 31, 2022, the dog was presented to Dr. Ikard for sedation and debridement of wounds along his sides. The dog was sedated with dexdomitor and butorphanol; the wounds were clipped and cleaned; necrotic tissue was debrided; and a thin layer of SSD was applied to the wounds. The wounds were bandaged with Telfa, gauze and vetwrap. Dr. Ikard reversed the sedation and the dog was discharged later that day with a refill of carprofen. Complainants were instructed to bring the dog back for bandage removal and recheck on February 3, 2022.

12. Complainants stated that Dr. Ikard admitted that the dog had burns that were caused by a warming blanket that was used during the dental procedure. She stated that it malfunctioned and was going to be thrown out.

13. On February 3, 2022, according to Respondent and the pet owners, the dog returned for bandage change and cold laser therapy; services were provided by technical staff free of charge. No medical record provided for this day.

14. On March 4, 2022, the dog was presented to Cochise Animal Hospital for a second opinion for thermal burns during a dental procedure. The dog was examined; Dr. McKague noted the dog's wounds appeared to be 95% healed except for a small area on the left lateral thorax that was open but contained healthy granulation tissue. The remainder of the wounds were scarred without new hair growth. They discussed alternative bandaging options; recommended



pain relief, and that healing was as expected for thermal wounds. The dog was discharged with sterile saline, pain medications, SSD cream and Telfa pads for bandaging.

15. According to Respondent, at one point during the follow up sessions with Dr. Ikard, it was noted by the manager one of the "Hot Dog" warming blankets had recently expired. It was not known if this was the blanket used on the dog during the dental procedure. Respondent stated that he did not have any issues with the warming blanket that was used on the dog. The blanket had been disposed of and replaced.

#### **COMMITTEE DISCUSSION:**

The Committee discussed that Respondent was aware of what transpired and made proper corrections, however, a violation did occur. A veterinarian shall ensure that no expired supplies are being used.

#### **COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that possible violations of the Veterinary Practice Act occurred.

#### **COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board find:

**ARS § 32-2232 (12)** as it relates to **AAC R3-11-502 (D)** for using an expired thermal device on the dog.

**Vote:** The motion was approved with a vote of 3 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

TR

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Tracy A. Riendeau, CVT  
Investigative Division

DOUGLAS A. DUCEY  
GOVERNOR



VICTORIA WHITMORE  
EXECUTIVE DIRECTOR

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IN ACCORDANCE WITH A.R.S. § 32-2237(D): "IF THE BOARD REJECTS ANY RECOMMENDATION CONTAINED IN A REPORT OF THE INVESTIGATIVE COMMITTEE, IT SHALL DOCUMENT THE REASONS FOR ITS DECISION IN WRITING."

At the November 16, 2022 meeting of the Arizona State Veterinary Medical Examining Board, the Board considered the recommendations of the Investigative Committee regarding case number 22-124 In Re: Benjamin Savard, DVM.

The Board considered the Investigative Committee's Findings of Fact and Conclusions of Law:

**ARS § 32-2232 (12)** as it relates to **AAC R3-11-502 (D)** for using an expired thermal device on the dog.

Following discussion, the Board concluded that Respondent's conduct did not rise to the level of a violation and voted to dismiss this issue with no violation and issue a **Letter of Concern** for the use of expired products at the premises.

Respectfully submitted this 14<sup>th</sup> day of DECEMBER, 2022.

Arizona State Veterinary Medical Examining Board

Jessica Creager  
Jessica Creager - Chairperson